

GROUP 1 & 2 EMPLOYEES – OBJECTIVES & COMPETENCIES

GROUP 1 & 2 OBJECTIVES

The following objective is required for all Group 1 and 2 employees; this objective will be pre-loaded to each employee's performance plan and must not be deleted.

1. Receive no more than three valid written customer complaints during the one-year review period.

Additional objectives for **Group 1** employees are optional; if you choose to add other objectives, prior approval from the Bureau Director is required.

Additional objectives should be identified for **Group 2** employees as appropriate for the position/duties of the job; approval of the Bureau Director for these objectives is not required.

GROUP 1 & 2 COMPETENCIES

The required competencies listed below will be pre-loaded for each employee and must be retained. Additional competencies may not be added to an employee's performance plan.

Group 1

1. Adaptability
2. Building Customer Loyalty
3. Communication
4. Job Knowledge
5. Managing Work
6. Quality Orientation

Group 2

1. Building Strategic Working Relationships
2. Communication
3. Customer Focus
4. Decision Making
5. Initiating Action
6. Innovation
7. Technical/Professional Knowledge and Skills

NOTE: The above requirements, as well as additional information and job aids, are available from the OHR web page: www.michigan.gov/laraohr by clicking on the *Performance Management* link.